

ERP Implementation

Fairfax County Virginia Water
Authority (FWA) - ERP
Implementation

Key Benefit – Consolidated 42 different customer information applications into a common platform with ERP solution.

Background

Public water utility with annual revenue over \$110 million and 394 employees in five locations. FWA implemented an ERP Customer Information System (CSI) and is in the midst of implementing a Human Resources Information System (HRIS).

Challenges

*There were several challenges that drove the need for change at FWA including: 1)Forty-two separate business applications prior to ERP implementation 2)No vendor support for legacy applications, customer information, human resources/payroll 3)Over 1500 corporate business processes. **Change management issues** around communications and knowledge transfer are some of the main challenges the organization faced during the ERP implementation.*

Resolution and Benefits

Big Bang Implementation Strategy – FWA used a “Big Bang” approach to implement its CSI system; meaning ERP was implemented all at one time and legacy systems were turned off.

Leverage Commercial-Off-The-Shelf (COTS) Solution – CSI and HRIS ERP solutions were implemented “out of the box” with no customization to vendor software.

End-Users – Include end-user in blueprinting and requirements gathering project phases.

Communications – Detailed communication and knowledge transfer plan needed when using system integrator to implement ERP solution.